

Newsletter

Duvall Honored at KASFAA Spring Conference

by Lori Powers

Ron Duvall was recently presented the Herb Vescio Distinguished Service Award at the Kentucky Association of Student Financial Aid Administrators (KASFAA) spring conference in Louisville. The Vescio Award is the highest award bestowed by KASFAA and was presented to Duvall in recognition and appreciation for his outstand-

ing leadership, dedication, service, and support of the organization.

KASFAA is a nonprofit, professional association dedicated to the delivery of financial aid to students throughout the Commonwealth. Membership includes financial aid administrators representing colleges, lenders, and other student aid program participants. Duvall has been a KASFAA member since 1973, served as president in 1995-96, and has served on numerous committees and work groups.



Duvall, who has been employed by the Kentucky Higher Education Assistance Authority (KHEAA) since 1975, serves as Chief Information Officer and is responsible for effective utilization of agency information management resources, technology, and systems.

IN THIS ISSUE

Duvall Honored at KASFAA Spring Conference	1
KHEAA Outreach Activities Cover Kentucky	1
State Grant Programs Update	2
New Federal Tax Law A Boon for Kentucky	
Education Savings Plan Trust	4
Kentucky Legislative Update	4
What's New on www.kheaa.com	5
Application Information Available on	
KHEAA Web Site	5
New Death and Disability Regulations	6
Teacher Loan Forgiveness	8
KHEAA Administrative Regulations	10
Loan Origination and Disbursement Services	
Agreements	11
Common Manual Updates	12
CommonLine Release 5	13
CommonLine Version 4 Change Transactions	13
KHEAA Reports Available on Web	14
Special Allowance Rates	15

Inserts:

- Total and Permanent Disability Cancellation Request
 - Common Manual Updates
- References #478, 479, 480, 481, 482, 483, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525.

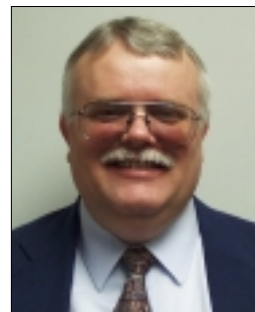
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KHEAA Outreach Activities Cover Kentucky

by Lori Powers

Beginning this spring, KHEAA's regional outreach activities cover the entire state.

Mike Pennington was appointed Student Financial Assistance Advisor in February to coordinate Eastern/Northern Kentucky outreach activities. Mike has a home-based workstation in Rowan County. He holds a B.A. in communications and a master's in adult and higher education. He has held several positions at Morehead State University, including director of the Educational Talent Search II program, assistant director of Admissions Operations in the Office of Enrollment Management, coordinator of the Transfer Student Admissions and Financial Aid Early Estimator programs, and recruitment and retention officer.

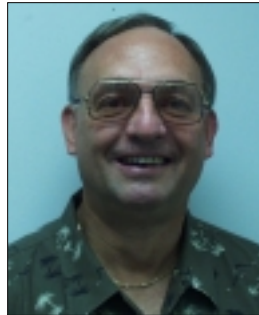




Paula Mattison was promoted to Student Financial Assistance Advisor in April to coordinate Central Kentucky Outreach activities. Paula has two years of business administration courses and has been with KHEAA for the past 10 years. Paula most recently served as outreach specialist representing

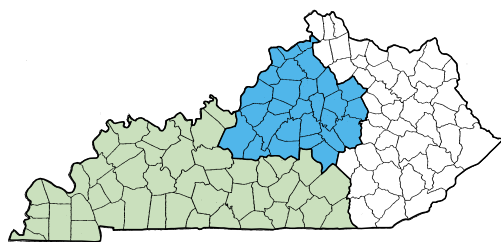
KHEAA at exhibits, college fairs, and financial aid nights and providing administrative support in implementing and evaluating KHEAA's Hope, Opportunity, and Progress through Education (HOPE) program.

Johnny McDougal, who has been with KHEAA since 1997 and is former financial aid director at Murray State University, will continue to coordinate activities in the western and southern regions of Kentucky.



Johnny, Mike, and Paula are responsible for disseminating KHEAA information, materials, and publications; making presentations and representing KHEAA at career fairs, college nights, financial aid workshops, and related events; and making onsite visits to those who can assist KHEAA in providing college planning and student financial aid information. Johnny and Mike also participate in radio, television, and newspaper interviews and events.

The Kentucky map below indicates the assigned counties for Mike, Paula, and Johnny.



- Johnny—Western/Southern Kentucky
- Paula—Central Kentucky
- Mike—Eastern/Northern Kentucky

If you are interested in having a regional KHEAA outreach coordinator attend a college fair, provide KHEAA materials, or present information about student financial aid, contact:

Western/Southern Kentucky

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Eastern/Northern Kentucky

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State Grant Programs Update

by Linda Renschler

Proposed Regulatory Amendments

At its March 20, 2001, meeting, KHEAA's Board of Directors approved the following administrative regulations and authorized staff to file Notices of Intent with the Legislative Research Commission. These proposed regulations are expected to be effective for the 2001–2002 academic year.

State Grant Programs

11 KAR 5:036 – State Student Incentive Grant

- Changes the title of the administrative regulation to Leveraging Educational Assistance Partnership (LEAP) Program and Special Leveraging Educational Assistance Partnership (SLEAP) Program to conform with recent amendments to the relevant federal regulations.

11 KAR 5:121 – Application by Recipients of Aid to Families with Dependent Children (AFDC)

- Repeals the administrative regulation because KHEAA can no longer implement this regulation. Previously, KHEAA obtained a tape of AFDC recipients from the Kentucky Cabinet for Families and Children; and if the student indicated AFDC

benefits on the Free Application for Federal Student Aid (FAFSA), a match was performed that automatically offered the student a maximum state grant. The relevant specific question is no longer asked on the FAFSA.

11 KAR 5:140 – Kentucky Tuition Grant (KTG) Award Determination

- Raises the maximum KTG award from \$1,600 to \$1,800 for the 2001–2002 academic year.

11 KAR 5:145 – College Access Program (CAP) Grant Award Determination

- Increases the maximum expected family contribution (EFC) for CAP Grant eligibility from \$3,100 to \$3,550.
- Provides that the maximum semester CAP Grant award shall be the lesser of (a) the prevailing full-time tuition charged at publicly supported community colleges, (b) \$605, or (c) the amount of eligibility the student has remaining within the aggregate KHEAA grant limit.
- Provides that \$25 shall be added to the maximum CAP Grant award each semester.

11 KAR 5:170 – State Grant Programs Refund and Repayment Policy

- Deletes the current refund and repayment regulation.
- Requires educational institutions to adopt and implement a policy that addresses the refund and repayment of state financial aid.
- Ensures that state aid that isn't used as payment of tuition or other related costs is returned to KHEAA.
- Requires institutions to allocate any state aid refund prior to refunding any institutional or private sources of financial assistance.
- Establishes the priority of KHEAA programs to which related student aid funds should be returned.

Teacher Scholarship

11 KAR 8:030 – Teacher Scholarships

- Clarifies that the definition of “teaching” for qualification of cancellation of the repayment obligation through the rendering of qualified teaching

service excludes classroom instruction performed pursuant to (a) an emergency certification or (b) a certificate for substitute teaching.

- Deletes the current refund and repayment policy and requires institutions to adopt and implement a policy that mirrors the state grant refund and repayment policy.

11 KAR 8:040 – Deferment of Teacher Scholarship Repayment

- Provides that, in order to qualify for an unemployment deferment, a Teacher Scholarship recipient must be eligible to begin the Kentucky Teacher Internship Program (KTIP).

Osteopathic Medicine Scholarship

11 KAR 14:040 – Osteopathic Medicine Scholarship Overawards and Refunds

- Deletes the current refund and repayment policy and requires the Pikeville College School of Osteopathic Medicine to adopt and implement a policy that mirrors both the state grant and Teacher Scholarship refund and repayment policy.

2001–2002 State Grant Maximum Award Amounts

On April 27, 2001, the Kentucky Community and Technical College System (KCTCS) board of directors set the 2001–2002 full-time tuition rate for both community and technical colleges at \$725 a semester, which blended tuition and required fees.

KHEAA's grant regulation governing award amounts specifies that the maximum award amount shall be the lesser of \$605 or the prevailing full-time tuition rate at community and technical colleges, plus \$25 a semester.

The CAP Grant maximum award for needy full-time students attending any participating institution during the 2001–2002 academic year is \$1,260. Eligible part-time college students will receive an amount calculated on \$53 a credit hour. Part-time amounts for CAP recipients attending quarter-hour institutions are calculated according to a schedule provided to the institutions.

KHEAA has increased the maximum KTG award amount from \$1,600 to \$1,800 for the 2001–2002 academic year. KTG recipients must be full-time students attending one of Kentucky's independent postsecondary institutions.

New Federal Tax Law A Boon for Kentucky Education Savings Plan Trust

from a press release issued June 11, 2001, by TIAA-CREF

Starting Next Year, Withdrawals for College Expenses Free of Federal Taxes

With passage of the new federal tax bill, Kentucky families interested in saving for college are being given another reason to invest in the state's tax-advantaged Education Savings Plan Trust. While the plan was recently recommended for Kentucky residents by *Money* magazine because of its state tax benefits, earnings on withdrawals used for qualified college expenses are presently taxed at the federal level. That changed on June 7 with the signing of the Economic Growth and Tax Relief Reconciliation Act of 2001. Starting January 1, 2002, any withdrawals used for qualified college expenses will be free of federal income taxes.

In addition, the new law also raises the amount of college room and board expenses that can be covered by the plan and allows rollovers and beneficiary (eventual student) changes to include first cousins. Immediate family members were already eligible.

"The federal tax exemption is a tremendous benefit to Kentucky families," said Londa Lewis Wolanin, KHEAA Chief Operating Officer. "Kentuckians now have an even better opportunity to save for higher education expenses through the Kentucky Education Savings Plan Trust. All earnings will now be available to use for students' eligible costs."

The Kentucky Education Savings Plan Trust is a flexible, simple-to-invest-in program that allows families of all income levels to open an account. The minimum investment is \$25 (\$15 through an automatic payroll plan such as payroll deduction), and the maximum account balance limit is \$235,000 for all accounts for the same beneficiary. The money can be used for future costs at nearly all colleges, universities, trade/vocational schools, or postsecondary institutions in the country, as well as certain foreign schools. Expenses covered include tuition, fees, supplies, books, and certain room and board costs.

Other Key Tax Advantages of the KESPT Include:

- State tax-free growth.
- Savings are excluded from the calculation of Kentucky state student aid eligibility.
- Significant gift and estate tax benefits.

For instance, account owners may give up to \$50,000 in a single year (\$100,000 for married couples filing jointly) per beneficiary without incurring federal tax consequences by electing to spread the gift-tax exclusion over five years, taking no more than a \$10,000 exclusion in a single year. In addition, even though the account owner maintains control over the account, amounts in it generally are not included in his or her gross estate for federal estate tax purposes.

Information about the Kentucky Education Savings Plan Trust, including an application and a full Disclosure Booklet, is available by calling toll-free, 1-877-KYTRUST (598-7878), or by visiting the Trust's Web site at www.kentuckytrust.org.

Kentucky Legislative Update

by Tim Ballard
from the Legislative Research Commission Web site

KHEAA staff monitored the following legislation which was passed during the 2001 session of the Kentucky General Assembly.

- **Senate Bill 71** permits a student who maintains Kentucky residency to earn credit toward a base KEES award for the academic grade point average earned while participating in an approved foreign educational exchange program or in the United States Congressional Page School. The Council on Postsecondary Education is required to promulgate the regulations for the process of approving the educational programs.
- **House Bill 62** requires public postsecondary institutions to waive tuition and mandatory student fees for a Kentucky foster or adopted child who is a full-time student. The student must meet all entrance requirements and, to retain the scholarship, maintain academic eligibility while enrolled. The bill prohibits the guaranteed acceptance or entrance of a foster or adopted child at any postsecondary institution. A House Committee Substitute clarifies that the waiver is only to the extent that tuition is not covered by other state or federal student aid programs.
- **House Bill 278** provides that an employee who participates in any state-administered retirement

system and is killed or disabled due to a duty-related injury would receive death and disability benefits equal to those granted to hazardous employees; provides retiree health insurance benefits to the member, or beneficiaries, if the member is killed or disabled as a result of a duty-related injury; and waives college, university, or vocational education fees of eligible families whose parent or spouse is killed or disabled as a result of a duty-related injury.

What's New on www.kheaa.com

by DeDe Conner

Stafford Master Promissory Note (MPN) Print Option

Schools can choose to reprint a Stafford MPN at their site on their own printer. Consequently, a student doesn't have to wait for a new note to be mailed. Schools should send these notes (pages one and two) to the lender, make a copy for the student, and make sure the student gets the rest of the application materials that print.

The school enters the Social Security number and lender number (optional), and the last school certification prefills the online note. Schools can change the information that preprints on the note, but these changes do not update KHEAA Loan Administration System (KLAS). Lenders will need to do this as the loans are guaranteed.

Access to this option is through the KHEAA Schools and Lenders option on KHEAA's home page www.kheaa.com. This is a new option for schools on the KHEAA Online+ menu. Questions regarding this process can be directed to the KHEAA School Hotline at (800) 617-2699.

Web-based School Certification

Schools also have a new way to certify loans. Schools can choose to use a Web screen for online certification along with a Web-based school profile screen in lieu of using the KLAS screens through Interlynx. This is a new KHEAA Online+ option for schools. KHEAA offers this new option to those schools that prefer a Web-based environment for data entry. This does not replace the current process. Schools can use either or both methods for certifying loans.

Along with the new school certification screen, there is a new Web-based screen for setting school profiles. As with the school profile on KLAS, setting default values on the school profile screen can reduce data entry because these values prefill the application screen.

Information entered on either of these screens updates KLAS. All certifications that are done through the Web-based screens can be viewed or changed on KLAS. Any values set on the school profile screen is also displayed on the KLAS school profile screen.

If you are interested in Web-based certification, contact KHEAA at (800) 617-2699.

Online Update Capability on Consolidation Applications/Forms

You can now advise students to go to KHEAA's Web site for Federal Consolidation Loan applications. They can access these forms by navigating through the Federal Programs, then Federal Family Education Loan Program, and, finally, Federal Consolidation Program. Students can be directed to these applications instead of being told to request the forms from their lender. Once completed, students should contact their lender to verify Federal Consolidation Loan participation and then forward to the address the lender provides.

Application Information Available on KHEAA Web Site

by DeDe Conner

Borrowers can now access and determine the status of their most recent application with KHEAA online at www.kheaa.com. Students have had the capability of accessing their loan and enrollment information for some time; however, the availability of application information is new as of April 17, 2001.

Students access this information the same way that they access their loan information through the student online account access link on KHEAA's home page. After selecting this link, students should enter their Social Security number (SSN) and their date of birth (DOB) to access their account information. The application information appears first and is above the enrollment and loan information.

Schools can also access this information by using the student's SSN and DOB. The cumulative loan information is useful in exit counseling sessions with students.

New Death and Disability Regulations

by David Rayborn

Author's Note: I would like to express my gratitude to the NCHelp Program Regulations Committee for the diligent effort required to research the "Loan Discharge Issues Regulations" and the work required to produce the Summary of the Final Regulations. I acknowledge the use of this document in the preparation of this article and, again, wish to express my gratitude to the committee.

The Federal Perkins Loan Program, Federal Family Education Loan Program (FFELP), and William D. Ford Federal Direct Loan Program regulations have been amended to change the processes for granting loan discharges based on a borrower's death or total and permanent disability. The changes, as reflected in a Final Regulations package published November 1, 2000, will, generally, become effective July 1, 2001, although, certain provisions of the regulations are subject to delayed implementation. The provisions that govern death discharges will become effective July 1, 2001, as will implementation of the revised definition of "totally and permanently disabled." The U.S. Department of Education (USDE) will delay the implementation of the "conditional discharge" until July 1, 2002. However, if a loan is discharged due to total and permanent disability between July 1, 2001, and June 30, 2002, the borrower will be required to reaffirm that loan if the borrower receives a new Title IV loan within three years from the date the borrower became totally and permanently disabled. All other changes related to implementing the new processes for granting total and permanent disability discharges will become effective on July 1, 2002.

I have summarized some of the changes that will affect FFELP. Lenders and servicers are encouraged to review the new regulations in detail.

Total and Permanent Disability Discharge—Effective July 1, 2001

The definition of "*Totally and permanently disabled*" was changed by deleting the requirement that an individual who is totally and permanently disabled must be unable to attend school. As previously noted, this provision of the amended regulations is effective July 1, 2001. A new Total and Permanent Disability Cancellation Request form reflecting this change has been approved. The new two-page form is included as an insert to this edition of the *KHEAA Newsletter*.

Total and Permanent Disability Discharge—Effective July 1, 2002

Effective July 1, 2002, a borrower who claims to be totally and permanently disabled notifies the lender of the condition. The USDE is currently developing and will approve a new Total and Permanent Disability Request form that will incorporate the changes made by the new regulations. The lender must promptly request this form be submitted. This form will include certification that the borrower is totally and permanently disabled and must be certified by a physician who is a doctor of medicine or osteopathy and legally authorized to practice in a state. If the lender receives reliable information indicating that the borrower has become totally and permanently disabled, the lender may grant an administrative forbearance for up to 60 days to receive documentation of the disability. If the lender is advised by the borrower's physician that additional time is needed either to determine if the borrower is disabled or to complete the borrower's discharge documentation, the lender must grant an administrative forbearance for an additional 60 days from the date the lender receives the physician's request for additional time. The lender must continue collection activities until it receives either the certification of total and permanent disability from the physician or a letter stating that the certification has been requested and that additional time is needed to determine if the borrower is totally and permanently disabled. When the lender receives the certification or the letter requesting additional time, the lender is prohibited from attempting to collect from the borrower or any endorser.

After receiving the certification from the physician, the lender must then make a determination, based on the certification form, whether the certification supports the conclusion that the borrower meets the criteria for a total and permanent disability discharge. If the lender determines a borrower is not totally and permanently disabled or if the lender does not receive the physician's certification within 60 days of the receipt of the physician's letter requesting additional time, the lender must resume collection activity and is deemed to have exercised forbearance of payment of both principal and interest from the date collection activity was suspended. The lender is permitted to capitalize any interest that accrued and was not paid during that period. A signed forbearance agreement is not required for this administrative forbearance period. The delinquency status, if any, that existed on the loan before the lender suspended due diligence remains. When the lender resumes collection activity, it must resume due diligence immediately at the level of delinquency at which it was suspended. On the other hand, if the lender determines the certification does substantiate the borrower's disability, the lender must

submit a disability claim to the guaranty agency within 60 days of receiving the physician's certification.

The guaranty agency is required to review the application and determine if it is complete and whether it supports the borrower's claim of total and permanent disability. If the disability claim is denied, the guarantor must return the claim to the lender with an explanation of the denial. After receiving the returned claim, the lender must notify the borrower of the denial and the reason for the denial. Furthermore, the lender must advise the borrower that collection activity will resume. The lender is deemed to have exercised forbearance of both principal and interest for the period that collection activity was suspended. The lender is authorized to capitalize any interest that accrued and was not paid during that same period. If, however, the guaranty agency pays the claim, the lender must notify the borrower that the loan is being assigned to the Secretary of the USDE for determination of the borrower's eligibility for a total and permanent disability discharge. The lender must forward to the guaranty agency any payments received from or on behalf of the borrower after receiving a disability claim payment from the guaranty agency. The Secretary reimburses the guarantor for a disability claim paid to the lender, and the guarantor must then assign the loan to the Secretary.

When the loan is assigned to the Secretary, the certification from the physician and other supporting documentation are reviewed. A preexisting condition section has been added to the new regulations to state that a borrower is not considered totally and permanently disabled based on a condition that existed at the time the loan was made unless the borrower's condition has substantially deteriorated. If the Secretary determines that the borrower is not eligible, the Secretary will notify the borrower that the application for disability discharge has been denied and that the loan is due and payable under the terms of the promissory note. The loan remains with the USDE.

Conversely, if the Secretary makes an initial determination that the borrower is totally and permanently disabled, the Secretary notifies the borrower that the loan is conditionally discharged and that the conditional discharge will last for up to three years after the date the borrower became totally and permanently disabled. This notification identifies the conditions of the conditional discharge period and specifies that all or part of the three-year period may predate the Secretary's initial determination. In other words, the three-year period is calculated from the date that the borrower became disabled, as certified by the physician. As previously stated, the conditional discharge period is for "up to three years." The term "up to three years" was intended to clarify that the USDE can terminate a conditional discharge at any time if it is determined that a borrower no longer meets

the eligibility criteria for a discharge. The USDE did not intend to imply that conditional discharges could be granted for periods shorter than three years.

During the conditional discharge period, the borrower:

- Is not required to make any payments on the loan.
- Is not considered delinquent or in default on the loan unless he/she was delinquent or in default at the time the conditional discharge was granted.
- Must promptly notify the Secretary of any changes in address or phone number.
- Must promptly notify the Secretary if her/his annual earnings from employment exceeds the poverty level for a family of two.
- Must provide the Secretary any requested additional documentation or information related to the borrower's eligibility for discharge.

If at any time during the three-year conditional discharge period the borrower does not continue to meet the eligibility requirements for a total and permanent disability discharge, the Secretary resumes collection activity on the loan. The borrower is not required to pay interest that accrued on the loan from the time the Secretary made the initial determination through the end of the conditional discharge period. To the contrary, if the borrower continues to meet the eligibility requirements for total and permanent disability for the duration of the three-year conditional discharge period, the balance of the loan is discharged.

Occasionally, a borrower who has a loan discharged due to total and permanent disability wants to return to school and receive additional Title IV loans. If the borrower has loans that were conditionally discharged based on an initial determination that he/she was totally and permanently disabled, the borrower must obtain certification from a physician that the borrower is able to engage in substantial gainful activity and sign a statement acknowledging that the FFELP loan the borrower receives cannot be discharged in the future on the basis of any impairment present when the new loan is made, unless that impairment substantially deteriorates. In addition, a borrower who has an impairment when he/she applies for a total and permanent disability discharge and who receives a new loan must sign a statement acknowledging that he/she cannot get a discharge for a loan that was conditionally discharged before the borrower received a final determination of total and permanent disability, unless the present impairment substantially deteriorates. The

statement the borrower signs must also state that collection activity will resume on any loans in a conditional discharge period. The borrower is not eligible to receive a new loan until after collection activity on the conditionally discharged loan has resumed.

If the borrower has loans that were discharged after a final determination of total and permanent disability (i.e., after the three-year conditional discharge period) and then wants to return to school, the borrower must obtain certification from a physician stating that the borrower is able to engage in substantial gainful activity and sign a statement acknowledging that the FFELP loan the borrower receives cannot be discharged in the future on the basis of any impairment present when the new loan is made, unless that impairment substantially deteriorates. A borrower whose previous loan was discharged on or after July 1, 2001, and before July 1, 2002, who receives another loan within three years from the date that she/he became disabled must reaffirm the previously discharged loan.

Death Discharge

Under the provisions of the new Death and Disability Regulations, a loan discharge based on the death of a borrower (or student in the case of a PLUS Loan) requires an original or certified copy of the death certificate. Under exceptional circumstances and on a case-by-case basis, the chief executive officer of the guaranty agency may approve a discharge based upon other reliable documentation that supports the death discharge. After receiving reliable information that the borrower (or student in the case of a PLUS Loan) has died, the lender must suspend any collection activity against the borrower and any endorser for up to 60 days. The lender must promptly request the original death certificate or a certified copy of the death certificate. If it is determined that additional time is required to obtain the documentation, the period of suspension of collection activity may be extended up to an additional 60 days. After 120 days, if the lender has not been able to obtain the original or certified copy of the death certificate or other documentation acceptable to the guarantor, the lender must resume collection activity. The lender is deemed to have exercised forbearance on the loan during the period when collection activity was suspended. As previously mentioned, the new regulations regarding death discharge are effective July 1, 2001, for death claims filed on or after that date.

Again, we strongly encourage lenders and servicers to carefully review the new regulations for implementation issues. For additional information regarding the new Death and Disability Regulations, you may contact Shirley Young at (800) 928-8926, extension 7282, or (502) 696-7282.

Teacher Loan Forgiveness

by David Rayborn

We receive telephone calls nearly every day from borrowers who want to know if they qualify for loan forgiveness. Nearly all of those inquiries come from teachers who are teaching in either a low-income school district or in a critical shortage area, such as math or science. My answer is usually the same—a definitive, ironclad, unequivocal “Maybe.” Please allow me to explain.

The first thing that needs to be clarified is whether the borrower has Federal Perkins Loans, Federal Stafford Loans, or both. Teachers in certain economically deprived areas and teachers who teach certain subjects declared as critical shortage areas (i.e., math, science, exceptional children, etc.) in the state where they teach are qualified for loan forgiveness if their loans are Federal Perkins Loans. Pursuant to the Higher Education Act of 1965 (HEA), Section 465(a), certain Federal Perkins Loan borrowers qualify for cancellation of their Federal Perkins Loans. Those teachers who qualify include those who teach:

- In low-income schools that qualify under Title I of the Elementary and Secondary Education Act of 1965.
- Special education.
- Certain specified programs (outlined in Section 465).
- Fields of expertise where there is a shortage of qualified teachers in a particular state (i.e., math, science, exceptional children, etc.).

The forgiveness of Federal Perkins Loans is incremental. Pursuant to 465(a)(3), the percent of a loan that is to be canceled is:

- First or second year at the rate of 15 percent per year.
- Third or fourth year at the rate of 20 percent per year.
- Fifth year at the rate of 30 percent.

Since the Federal Perkins Loan is a campus-based loan program, we encourage borrowers to examine their promissory note(s) to determine if they received Federal Perkins Loans. If borrowers determine they did borrow Federal Perkins Loans, they are instructed to contact the financial aid office at the school they attended. At the borrower's request, the school will provide the paperwork that is required to get the loan forgiveness process started. Additional information pertaining to the forgiveness

program for Federal Perkins Loans is available by accessing www.ed.gov/offices/OSFAP/Students/repayment/teachers/perkins.html.

If the teacher borrowed Federal Stafford Loans, the loan forgiveness program is different than the one for Federal Perkins Loans. Pursuant to the 1998 Amendments to the HEA, Section 428J, and clarified by 34 CFR 682.215, the forgiveness for Stafford Loan borrowers is more restrictive than the Perkins provisions. Federal Stafford Loan borrowers must teach five consecutive complete school years in a school that qualifies under the low-income provisions of the Federal Perkins Loan forgiveness program (i.e., a Title I school) and is listed in the Annual Directory of Designated Low-Income Schools for Teacher Cancellation Benefits. At least one of the five qualifying years must have been after the 1997–1998 academic year. A borrower who is employed as an elementary school teacher must demonstrate knowledge and teaching skills in reading, writing, mathematics, and other areas of the elementary school curriculum. A borrower who is employed as a secondary school teacher must teach in a subject area that is relevant to the borrower's academic major. The provisions for forgiveness based on teaching in a critical shortage area (i.e., math, science, exceptional children, etc.) do not apply to the Stafford Loan forgiveness program.

It must be noted and emphasized that this loan forgiveness program, which will become effective July 1, 2001, is only for **new borrowers on or after October 1, 1998** (meaning the borrower had no outstanding federal student loan balance as of October 1, 1998). After the borrower teaches the required five years in a school that meets the qualifications, he/she will qualify for up to \$5,000 in loan forgiveness. The borrower must contact the holder of the loan and request loan forgiveness. The holder will provide the borrower a cancellation form that is currently being developed by the Secretary. It should also be noted that defaulted borrowers are not eligible for teacher loan forgiveness on a defaulted loan unless the borrower has made satisfactory repayment arrangements to reestablish Title IV eligibility.

After receiving the completed application from the borrower, the holder must file a request for payment with the guaranty agency no later than 60 days after the receipt of the completed teacher loan forgiveness application. If the holder files a request for payment later than 60 days after the receipt of the application, interest that accrued after the expiration of the 60-day filing period is ineligible for reimbursement by the Secretary, and the holder must repay all interest and special allowance received on the loan after the 60-day period expired. The holder cannot

collect that lost interest from the borrower. The guaranty agency has 45 days from the day it receives the holder's request to determine if the borrower meets the eligibility requirements for loan forgiveness and must notify the holder of the determination. If the guaranty agency approves the discharge, it must, within that same 45-day period, pay the holder the amount of the discharge up to \$5,000. After being notified of the guaranty agency's determination, the holder must inform the borrower of the determination within 30 days. If the forgiveness is approved, the holder must provide the borrower information regarding any new repayment terms of remaining loan balances.

The holder does not refund payments that were received from or on behalf of a borrower who qualifies for the loan forgiveness program. If the borrower believes that the expected cancellation will satisfy the anticipated remaining balance at the time of the expected cancellation, he/she may request a forbearance. Forbearance is granted in one-year increments and is allowable for each year of the qualifying teaching service. Forbearance is also available for a period not to exceed 60 days while the holder is awaiting a completed teacher loan forgiveness application from the borrower and for the period beginning the date the holder receives a completed application until the date the holder receives either a denial of the request or the loan discharge amount from the guaranty agency. At the conclusion of any of these forbearance periods, the holder must resume collection activities and may capitalize any interest accrued and not paid during the forbearance period.

A vast majority of borrowers who will ultimately qualify for the Stafford Teacher Loan Forgiveness Program are still in school, since qualifying borrowers are limited to those who had no outstanding loans on October 1, 1998. A limited number of borrowers, however, who did not borrow until they were in their junior or senior year and, consequently, had no outstanding loans on October 1, 1998, do qualify for forgiveness. Another group of borrowers who may qualify at this time are those borrowers who had no outstanding loans as of October 1, 1998, and have subsequently gone back to school for postgraduate work. Borrowers who qualify for loan forgiveness should be reminded that at least one year of their qualifying teaching service must be after the 1997–1998 academic year. As previously stated, the number of borrowers who currently qualify for loan forgiveness are few because of the restriction against those borrowers who had loans prior to October 1, 1998. In the not too distant future, however, borrowers who qualify for this loan forgiveness provision will become more and more prevalent. In the meantime, please inform borrowers that

they do not qualify for the Stafford Teacher Loan Forgiveness Program if they had any loans prior to October 1, 1998. If you need additional information, you may contact David Rayborn at (800) 928-8926, extension 7273, or (502) 696-7273.

KHEAA Administrative Regulations

by Rick Casey

KHEAA frequently adopts or amends administrative regulations that govern the various student financial assistance programs it administers. This generally occurs as an outgrowth of administrative concerns that have surfaced that must be addressed or changes or additions to underlying statutes. There are multiple stages in the process of adopting an administrative regulation and several opportunities for members of the public to provide comments.

The first step is presentation of the proposed administrative regulation or amendment to the KHEAA board. KHEAA board meetings, like those of all public agencies, are open to the public; and notice of the date, time, and location of the meeting is provided to the press for publication in accordance with state law.

Once the KHEAA board has acted, the next step is the filing of a Notice of Intent to Promulgate an Administrative Regulation. This notice is filed with the Legislative Research Commission (LRC). The LRC then publishes the Notice of Intent at the beginning of each month in the *Administrative Register*. Printed copies of the *Administrative Register* are available on a subscription fee basis through the LRC. The LRC also publishes the Notice of Intent on its Web page at www.lrc.state.ky.us./kar/frntpage.htm.

The Notice of Intent indicates the date of a tentatively scheduled public hearing. The public hearing must be scheduled between the 21st day of the month and the last day of the month. Oral and written comments can be presented to the agency at that public hearing. The public hearing will be held if:

- It is requested, in writing, by at least five persons, or an administrative body, or an association having at least five members; and
- A minimum of five persons, or the administrative body or association, agrees in writing to be present at the public hearing.

If a request for a public hearing and agreement to attend the public hearing are not received from the required number of people at least ten calendar days prior to the scheduled hearing date, the public hearing will be cancelled. KHEAA must consider any written or oral comments submitted.

Once the process, including the public hearing, has been completed, KHEAA files the administrative regulation or amendment of an existing administrative regulation. Again, this is filed with the LRC, which publishes the regulation in the same manner as the Notice of Intent. Another tentative public hearing is scheduled and indicated in the regulation documentation that is published. As with the Notice of Intent, the public hearing on the regulation itself is scheduled between the 21st day of the month and the last day of the month. The public hearing is cancelled unless the requisite number of individuals or organizations indicate in writing an intent to attend the public hearing and notify KHEAA no later than five working days prior to the scheduled public hearing date. KHEAA must consider any oral or written comments submitted and file with the LRC a Statement of Consideration, indicating the comments received and whether KHEAA is changing the proposed regulation or amendment to accommodate the comments.

The final stage of the process is consideration by legislative committees. First, the Administrative Regulation Review Subcommittee will review the proposed regulation or amendment at its monthly meeting, which is open to the public. Following consideration by that body, the regulation or proposed amendment is referred to the Education Committee for consideration the following month.

KRS Chapter 13A provides that persons who desire to be informed of the intent of an administrative body to promulgate an administrative regulation governing a specific subject matter may file a request to be informed by the administrative body. Persons who wish to file this request may obtain a request form from Richard Casey, General Counsel, Kentucky Higher Education Assistance Authority at 1050 US Highway 127 S, Frankfort, KY 40601, phone (800) 693-8211, fax (502) 696-7293.

Loan Origination and Disbursement Services Agreements

by Mary Alice Wilkinson

Bank One, Columbus, Ohio; IDAPP-National Education, Deerfield, Illinois; and Royal Federal Credit Union, Opelika, Alabama, have chosen KHEAA to provide Federal Stafford and PLUS Loan origination and disbursement services on their behalf. Borrowers and schools should mail all Stafford Master Promissory Notes and school certifications, as well as PLUS Application/Promissory Notes, to the following addresses:

Bank One	IDAPP National Education	Royal Federal Credit Union
P.O. Box 4308	P.O. Box 4858	P.O. Box 4848
Frankfort, KY 40604-4308	Frankfort, KY 40604-4858	Frankfort, KY 40604-4848
Lender #818093	Lender #830628	Lender #832330

During the transition of these services, schools should return any undelivered loan proceeds to the entity issuing them. KHEAA began originating and disbursing loans for Bank One under lender #818093 on April 9, 2001. Sallie Mae services these loans. KHEAA continues to originate and disburse loans for Bank One under lender #821087, and these loans will continue to be serviced by the Kentucky Higher Education Student Loan Corporation (KHESLC), Louisville. KHEAA began originating and disbursing loans on April 2, 2001, for IDAPP-National Education; InTuition services these loans. KHEAA began originating and disbursing loans for Royal Federal Credit Union on April 9, 2001; Southwest Student Services Corporation services these loans.

Borrowers may contact Sallie Mae, Lynn Haven, Florida, at (888) 272-5543 for information on Bank One loans made under lender #818093. Borrowers may contact KHESLC, Louisville, Kentucky, at (800) 693-8220 for Bank One loans made under lender #821087. Borrowers may contact InTuition, Jacksonville, Florida, at (800) 874-3150 for information on IDAPP-National Education loans. Borrowers may contact Southwest Student Services Corporation, Mesa, Arizona, at (800) 367-2369 about Royal Federal Credit Union loans. Anyone may contact KHEAA's Origination Services Branch at (800) 564-6068.

The Origination Services Branch provides Electronic Funds Transfer (EFT) Disbursement Services on behalf of lenders who execute an agreement with KHEAA. The following indicates the lenders participating in these services.

Lender Name	Lender Number	Lender Name	Lender Number
SouthTrust Bank	800023	SouthTrust Bank (LLR)	800029
SunTrust Bank	800061	Whitney Bank	800062, 805148
Merchants Bank	800096	Regions Bank	800097
BancorpSouth	806627	Citibank	807743
ASAP/Union Bank and Trust Company	808543	First Farmers/Merchants National Bank	810617
Bank of America/MOHELA	818334	First National Bank of Talladega	819341
Union Bank and Trust Company	823964	ClassNotes, Inc., d/b/a Educaid	830005
College Board/College Credit	830310	AMS Education Loan Trust Fleet National Bank as Trustee	833079
American Express	833289	Ams Education Loan Trust Bank One as Trustee	833471
College Loan Corporation/ Bank One	833733		

The following indicates the mailing address to which Stafford Master Promissory Notes and PLUS Application/Promissory Notes should be mailed for lenders participating in the KHEAA Loan Origination and Disbursement Services.

AmSouth Bank P.O. Box 4225 Frankfort, KY 40604-4225 Lender #810612	AmSouth Bank P.O. Box 4609 Frankfort, KY 40604-4609 Lender #814108	Bank of Louisville P.O. Box 4310 Frankfort, KY 40604-4310 Lender #804283
Bank One P.O. Box 4230 Frankfort, KY 40604-4230 Lender #821087	Chase Manhattan Bank P.O. Box 4267 Frankfort, KY 40604-4267 Lender #807807	edsouth P.O. Box 4270 Frankfort, KY 40604-4270 Lender #831453
Fifth Third Bank P.O. Box 4190 Frankfort, KY 40604-4190 Lender #808780	Fifth Third Bank P.O. Box 4868 Frankfort, KY 40604-4868 Lender #803408	Firststar Bank P.O. Box 4206 Frankfort, KY 40604-4206 Lender #808628
KHESLC/The Student Loan People P.O. Box 4250 Frankfort, KY 40604-4250 Lender #826688	KeyBank P.O. Box 4861 Frankfort, KY 40604-4861 Lender #824573	L & N Federal Credit Union P.O. Box 4878 Frankfort, KY 40604-4878 Lender #829998
National City Bank P.O. Box 4266 Frankfort, KY 40604-4266 Lender #804959	Old National Bank P.O. Box 4888 Frankfort, KY 40604-4888 Lender #803694	PNC Bank P.O. Box 4170 Frankfort, KY 40604-4170 Lender #809921
The Provident Bank P.O. Box 4228 Frankfort, KY 40604-4228 Lender #808923	Republic Bank (medical/dental graduate students only) P.O. Box 4593 Frankfort, KY 40604-4593 Lender #828617	Student Loan Funding P.O. Box 4594 Frankfort, KY 40604-4594 Lender #831455
Union Planters National Bank P.O. Box 4125 Frankfort, KY 40604-4125 Lender #810698	Wells Fargo Education Financial Services P.O. Box 4898 Frankfort, KY 40604-4898 Lender #807176	

Common Manual Updates

by David Rayborn

This edition of the *KHEAA Newsletter* includes recent *Common Manual* policy updates. These inserts include reference numbers 478 through 483 and 485 through 525.

If you have questions regarding these updates or need additional copies, call the Policy and Client Services Branch at (502) 696-7274 or (800) 928-8926, extension 7274.

CommonLine Release 5

by DeDe Conner

CommonLine Release 5 documentation was released Tuesday, April 3, 2001, on www.nchelp.org, the Web site of the National Council of Higher Education Loan Programs (NCHELP). Many schools, lenders, and guarantors participated through the Electronic Standards Committee (ESC) in the development of CommonLine Release 5. Interagency testing is expected to begin January 1, 2002, with industry-wide implementation April 1, 2002. NCHELP's announcement of the CommonLine Release 5 documentation included the following information.

CommonLine Release 5 offers many benefits to the students and schools that borrow under FFELP. Some of the major changes being made to the file formats include:

- Significant enhancement and modification to the change transaction process in response to school requests.
- Development of new loan phase codes enabling service providers to better communicate to schools the exact status of each loan in process.
- Preparation for the PLUS MPN.
- Creation of a new disbursement forecast file.
- Support of up to 20 disbursements per loan.

These enhancements to the existing process will enable CommonLine to provide better, more detailed information to schools to allow them to more effectively and more efficiently meet the needs of the students.

The ESC is currently developing common testing and certification procedures to assist organizations in the implementation of CommonLine Release 5. These standards are being developed to streamline the process and to make better use of your organization's resources. These procedures are scheduled to be completed in the first quarter of 2001.

Additionally, a software product will be developed by October 2001 to assist in testing the baseline edits of CommonLine Release 5. This will promote more timely testing between trading partners.

CommonLine Version 4 Change Transactions

By Ruth Sweetman

KHEAA now accepts all CommonLine change transaction record types from schools or lenders that choose to utilize this process. Upon receipt, KHEAA will process and return a response file to confirm successful processing or notify the sender of any errors that were found. For same-day processing, files must be received by 2:30 p.m., EDT. Response files will be sent out each night.

CommonLine change transaction record types include:

- 07 Loan Period Change**—to change loan period dates, grade levels, and anticipated graduation dates.
- 08 Loan Cancellation/Reinstatement**—to fully cancel a loan or reinstate a previously cancelled loan that has not been disbursed.
- 09 Disbursement Cancellation/Change (predisbursement)**—to cancel disbursements, reinstate previously cancelled disbursements, revise disbursement dates or amounts and add disbursements, or hold/release disbursements.
- 10 Disbursement Notification/Change (postdisbursement)**—to cancel disbursements, fully or partially; reinstate disbursements; or reissue disbursements.
- 11 School Refund (postdisbursement)**—to report school refunds.
- 12 School Refund Correction**—to report a correction to a previous refund.
- 13 Reallocation/Loan Decrease**—to decrease a loan in order to reallocate between subsidized/unsubsidized loan types.
- 14 Reallocation/Loan Increase**—to increase a loan in order to reallocate between subsidized/unsubsidized loan types.
- 19 E-mail**—to change a borrower's e-mail address.
- 24 Loan Increase**—to increase a loan amount.

Schools and lenders that have CommonLine change processing capability and would like to send KHEAA a test CommonLine change transaction file should contact Ruth Sweetman at rsweetman@kheaa.com or (800) 617-2699.

KHEAA continues to support its online change processing through KLAS.

KHEAA Reports Available on Web

by Ruth Sweetman

KHEAA recently added new reports to its Web Directory on www.kheaa.com. Access to these reports is through the Schools and Lenders option of KHEAA's home page. If you use KHEAA's Web Directory to view other reports or download files, you will access the new reports through the same process.

The following reports are now available to schools and/or lenders. These are not new reports; they have previously been sent in paper format. This is simply another option for receiving these reports. The new Web reports include:

- Maintenance Reports (schools and lenders).
- Aging School Certification Report (schools).
- Apps Processed Reports (schools and lenders).
- Consolidation Loans Processed Report (lenders).

All reports will continue to be available in paper format; however, Web reports are available much more timely. Each day, upon completion of processing, these reports will be placed in the school's or the lender's directory and will be available immediately. You can choose to view these reports online or print them. Reports are maintained in this directory for 60 days and multiple users can access the same reports. Additional information on each of these reports is provided below.

Maintenance Reports

School access to these reports is not new; however, electronic access for lenders was introduced on April 2, 2001.

For schools, the Pre/Post-Disbursement Maintenance Report and the Post-Disbursement Cancellation and Refund Reports are available electronically, as well as the Post-Disbursement Maintenance Pending Report that generates as a result of online change activity by schools.

For lenders, the Pre/Post-Disbursement Maintenance Report and the Funds Returned Report are available. The Pre/Post-Disbursement Maintenance Report shows all types of changes that do not necessitate the return of funds, including cancellations (partial and full), increases, reallocations, revisions, and additions. The changes that appear on this report may be the result of changes or KLAS updates by the lender, school, or KHEAA. The Funds Returned Report includes cancellations and refunds postdisbursement where funds have been returned from the school and are in the process of being returned to the lender. The actual funds that correspond to the Funds Returned Report will be returned to the lender via check one or two days after the report is produced.

Aging School Certification Report

Schools that certify loans through KHEAA can use this report to follow up on students that have not returned their MPN to KHEAA. KHEAA mails the notes and then reports to the school those students that have not returned their note within 15 to 45 days after the school certification. Schools can determine which students still owe funds to the school and follow up as necessary with these students.

Apps Processed Report

Loans that are guaranteed each day appear on this report that is available to lenders and schools. Borrower demographic information, loan detail, disbursement detail, and MPN type are provided daily.

Consolidation Loans Processed Report

The detail on Consolidation Loans processed each day is provided on this report. This report confirms KHEAA's guarantee. It is available to lenders daily as processing occurs.

To receive any or all of these reports via the Web, contact a KHEAA customer service representative at (800) 617-2699. KHEAA will continue to send the paper copies of these reports unless notified otherwise.

Special Allowance Rates

for the quarter ending March 31, 2001

The average of the bond equivalent rates of the 91-day Treasury Bills auctioned during the quarter ending March 31, 2001, is 5.00 percent. Loans from the following categories are eligible for special allowance as shown for the quarter ending March 31, 2001.

For loans made prior to 10/1/81:

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
7%	.01500	.0037500
9%	.00000	.0000000

- For:
- Federal Stafford Loans (subsidized) and fixed-rate Federal PLUS Loans made on or after 10/1/81 but prior to 10/17/86.
 - Federal Stafford Loans (subsidized) and fixed-rate Federal PLUS Loans made on or after 10/17/86 but prior to 11/16/86 for periods of enrollment beginning prior to 11/16/86.
 - Federal Consolidation Loans made on or after 10/1/81 but prior to 11/16/86.

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
7%	.0150	.003750
8%	.0050	.001250
9%	.0000	.000000
12%	.0000	.000000
14%	.0000	.000000

- For:
- Federal Stafford Loans (subsidized) and fixed-rate Federal PLUS/SLS Loans made on or after 10/17/86 but prior to 11/16/86 for periods of enrollment beginning on or after 11/16/86.
 - Federal Stafford Loans (subsidized) made on or after 11/16/86 but prior to 10/1/92.
 - Federal Stafford Loans (unsubsidized, made pursuant to §428H of the Act) made prior to 10/1/92 for periods of enrollment beginning on or after 10/1/92.
 - Fixed-rate Federal PLUS/SLS Loans made on or after 11/16/86 but prior to 7/1/87.
 - Variable-rate Federal PLUS/SLS Loans made on or after 7/1/87 but prior to 10/1/92, *only* if the variable rate for each July 1–June 30 period reaches the statutory maximum of 12%.
 - Federal Consolidation Loans made on or after 11/16/86 but prior to 10/1/92.

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
7.00%	.0125	.003125
8.00%	.0025	.000625
8.99%	.0000	.000000
9.00%	.0000	.000000
9.14%	.0000	.000000
10.00%	.0000	.000000
11.00%	.0000	.000000
12.00%	.0000	.000000
13.00%	.0000	.000000
14.00%	.0000	.000000

- For:
- Federal Stafford Loans (subsidized) made on or after 10/1/92 but prior to 7/1/95.
 - Federal Stafford Loans (unsubsidized) made on or after 10/1/92 but prior to 7/1/95 for periods of enrollment beginning on or after 10/1/92.
 - Federal Stafford Loans (subsidized and unsubsidized) made on or after 7/1/95 but prior to 7/1/98, *except* during the in-school, grace, and deferment periods.
 - Variable-rate Federal PLUS/SLS Loans made on or after 10/1/92 but prior to 7/1/94, *only* if the variable rate for each July 1–June 30 period reaches the statutory maximum of 11% (SLS) or 10% (PLUS).
 - Variable-rate Federal PLUS Loans made on or after 7/1/94 but prior to 7/1/98.
 - Variable-rate Federal PLUS Loans made on or after 7/1/98 but prior to 1/1/00. (Special allowance shall not be paid unless the calculated interest rate exceeds the 9% cap.)
 - Federal Consolidation Loans made on or after 10/1/92 but prior to 10/1/98.

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
6.00%	.0210	.005250
7.00%	.0110	.002750
8.00%	.0010	.000250
8.25%	.0000	.000000
8.99%	.0000	.000000
9.00%	.0000	.000000
10.00%	.0000	.000000
11.00%	.0000	.000000
12.00%	.0000	.000000
13.00%	.0000	.000000
14.00%	.0000	.000000

For: Federal Stafford Loans (subsidized and unsubsidized) made on or after 7/1/95 but prior to 7/1/98, *only* during the in-school, grace, and deferment periods:

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
8.25%	.0000	.000000

For: Federal Stafford Loans (subsidized and unsubsidized) made on or after 7/1/98 but prior to 1/1/00, *only* during the in-school, grace, and deferment periods:

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
7.59%	.0000	.000000

For: Federal Stafford Loans (subsidized and unsubsidized) made on or after 7/1/98 but prior to 1/1/00, *except* during the in-school, grace, and deferment periods:

Applicable Annual Interest Rate	Special Allowance at Annual Rate	Special Allowance for 3-Month Period
8.19%	.0000	.000000

For: Federal Consolidation Loans made on or after 10/1/98 but prior to 1/1/00.

Formula: 5.00% plus (3.1%) less (applicable interest rate) = special allowance rate.

Note: The interest rate for these Consolidation Loans is determined by taking the weighted average of the interest rates on the loans being consolidated, rounded to the nearest higher 1/8th of one percent. Therefore, due to the wide range of possible applicable interest rates, no further calculations are shown here.

The average of the bond equivalent rates of the quotes of the three-month commercial paper (financial) rates in effect for each of the days in the quarter ending March 31, 2001, is 5.32 percent. Loans from the following categories are eligible for special allowance as shown for the quarter ending March 31, 2001.

For: Federal Stafford Loans (subsidized and unsubsidized) made on or after 1/1/00 but prior to 7/1/03, *only* during the in-school, grace, and deferment periods.

**Applicable Annual
Interest Rate**

**Special Allowance
at Annual Rate**

**Special Allowance
for 3-Month Period**

7.59%

.0000

.00000

For: Federal Stafford Loans (subsidized and unsubsidized) made on or after 1/1/00 but prior to 7/1/03, *except* during the in-school, grace, and deferment periods.

**Applicable Annual
Interest Rate**

**Special Allowance
at Annual Rate**

**Special Allowance
for 3-Month Period**

8.19%

.0000

.000000

For: Federal PLUS Loans made on or after 1/1/00 but prior to 7/1/03 (special allowance shall not be paid unless the calculated interest rate exceeds the 9% cap).

Note: The current interest rate for PLUS Loans is 8.99%. Since this rate does not exceed the 9% cap, no special allowance will be paid during the period 7/1/00 through 6/30/01.

For: Federal Consolidation Loans for applications received on or after 1/1/00 but prior to 7/1/03.

Formula: 5.32% plus (2.64%) less (applicable interest rate) = annual special allowance rate.

Note: The interest rate for these Consolidation Loans is determined by taking the weighted average of the interest rates on the loans being consolidated, rounded to the nearest higher 1/8th of one percent. Therefore, due to the wide range of possible applicable interest rates, no further calculations are shown here.



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The KHEAA Newsletter is published once each quarter and as needed to provide information about changes in federal and state laws and regulations, upcoming events, special allowance rates, and other items of interest. Comments and suggestions about this publication are welcomed and appreciated. Please send them to the above address and to the attention of the Division of Student and Administrative Services.